

# How to Contact Us

## LIVE JOB CHAT SUPPORT

**Agero (Swoop) Jobs**  
[app.joinswoop.com/login](https://app.joinswoop.com/login)  
Chat is available 24/7



**Agero Jobs**  
[www.agerojobassist.com](https://www.agerojobassist.com)  
Live Chat is available 24/7

**ASM/VRM Jobs**  
[info.agero.com/sp-chat-asm](https://info.agero.com/sp-chat-asm)  
Monday–Friday, 8am–8pm EST

**Need to update the status of a live job?**  
Use the [Job Update Button](#) in the Swoop app.

## LIVE JOB PHONE SUPPORT

**All Live Jobs**  
800-541-2262, Option 1

**ASM / VRM Jobs**  
866-359-5425  
Phone Support is available 24/7

**Carvana and Carmax Vehicle Transport Jobs\***  
1-800-895-7373  
7 days per week, 8am–10:30pm EST

*\*This number is for Vehicle Transport jobs ONLY  
and should not be used for standard tow jobs*

## SELF-SERVICE RESOURCES

Search for commonly asked questions  
on the **Resources** tab in Swoop, 24/7

**Need vehicle-specific instructions?**  
[info.agero.com/blueprint](https://info.agero.com/blueprint)

## ACCOUNT & BILLING SUPPORT

*Please note, our PAG Live Chat  
location has moved*

### PROVIDER ADVOCATE GROUP (PAG)

**Live Chat and Support Tickets**  
[info.agero.com/network](https://info.agero.com/network)

*Live Chat with PAG or Submit a Ticket to PAG  
and a team member will respond within one  
business day*

**Call PAG**

866-219-8136

*Monday–Friday, 10am–6pm EST*

**Submit a Billing Discrepancy  
For Agero (Swoop) Jobs**  
PAG Ticket [info.agero.com/network](https://info.agero.com/network)

**For 9-digit Agero Jobs**  
Agero Ticket [www.ageroticket.com](https://www.ageroticket.com)

### FOR SUPPORT REGARDING DAMAGES

via email

[damageteam@agero.com](mailto:damageteam@agero.com)

or by phone

800-528-9416